



# DRAFT DETERMINATION

*Fair Work Act 2009*  
s.285—Annual wage review

**Annual Wage Review 2020–21**  
(C2021/1)

**TELECOMMUNICATIONS SERVICES AWARD 2020**  
[MA000041]

Telecommunications services

JUSTICE ROSS, PRESIDENT  
VICE PRESIDENT CATANZARITI  
DEPUTY PRESIDENT ASBURY  
COMMISSIONER HAMPTON  
MR FERGUSON  
PROFESSOR WOODEN  
MS LABINE-ROMAIN

MELBOURNE, XX JUNE 2021

*Annual Wage Review 2020–21.*

A. Further to the decision issued by the Expert Panel in the Annual Wage Review 2020–21 on 16 June 2021 [[2021] FWCFB 3500], the above award is varied as follows:

1. By deleting the table appearing in clause 15.1(a) and inserting the following:

<b>Employee classification</b>	<b>Minimum weekly rate (full-time employees)</b>	<b>Minimum hourly rate</b>
	<b>\$</b>	<b>\$</b>
Customer Contact Trainee	825.20	21.72
Customer Contact Officer Level 1	853.60	22.46
Customer Contact Officer Level 2	899.50	23.67
Principal Customer Contact Specialist	947.80	24.94
Customer Contact Team Leader	981.50	25.83
Principal Customer Contact Leader	1052.40	27.69

2. By deleting the table appearing in clause 15.1(b) and inserting the following:

<b>Employee classification</b>	<b>Minimum weekly rate (full-time employees)</b>	<b>Minimum hourly rate</b>
	<b>\$</b>	<b>\$</b>
Clerical and Administration Level 1	825.20	21.72
Clerical and Administration Level 2	853.60	22.46
Clerical and Administration Level 3	899.50	23.67
Clerical and Administration Level 4	981.50	25.83
Clerical and Administration Level 5	1052.40	27.69

3. By deleting the table appearing in clause 15.1(c) and inserting the following:

<b>Employee classification</b>	<b>Minimum weekly rate (full-time employees)</b>	<b>Minimum hourly rate</b>
	<b>\$</b>	<b>\$</b>
Telecommunications Trainee	825.20	21.72
Telecommunications Technical Employee	899.50	23.67
Telecommunications Technician	955.10	25.13
Advanced Telecommunications Technician	981.50	25.83
Principal Telecommunications Technician	1052.40	27.69
Telecommunications Associate	1137.20	29.93

4. By deleting the words “1 November 2020” in clause 15.6(b) and inserting “1 July 2021”.

5. By deleting the amount “\$17.55” appearing in clause 18.2(a) and inserting “\$17.99”.

6. By deleting the table appearing in clause 18.3(b) and inserting the following:

<b>In charge of</b>	<b>\$ per week</b>
3–10 employees	39.49
11–20 employees	58.83
more than 20 employees	75.65

7. By deleting the table appearing in clause B.2.1 and inserting the following:

<b>Employee classification</b>	<b>Ordinary hours</b>	<b>Saturday – before 7.00 am or after 1.00 pm &amp; Sunday – all day</b>	<b>Public holidays</b>
	<b>% of ordinary hourly rate<sup>1</sup></b>		
	<b>100%</b>	<b>150%</b>	<b>250%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>
Customer Contact Trainee	21.72	32.58	54.30
Customer Contact Officer Level 1	22.46	33.69	56.15
Customer Contact Officer Level 2	23.67	35.51	59.18
Principal Customer Contact Specialist	24.94	37.41	62.35
Customer Contact Team Leader	25.83	38.75	64.58
Principal Customer Contact Leader	27.69	41.54	69.23
Clerical and Administration Level 1	21.72	32.58	54.30
Clerical and Administration Level 2	22.46	33.69	56.15
Clerical and Administration Level 3	23.67	35.51	59.18
Clerical and Administration Level 4	25.83	38.75	64.58
Clerical and Administration Level 5	27.69	41.54	69.23
Telecommunications Trainee	21.72	32.58	54.30
Telecommunications Technical Employee	23.67	35.51	59.18
Telecommunications Technician	25.13	37.70	62.83
Advanced Telecommunications Technician	25.83	38.75	64.58
Principal Telecommunications Technician	27.69	41.54	69.23
Telecommunications Associate	29.93	44.90	74.83

8. By deleting the table appearing in clause B.2.2 and inserting the following:

<b>Employee classification</b>	<b>Ordinary hours</b>	<b>Afternoon &amp; night shift</b>	<b>Permanent night shift</b>	<b>Saturday – before 7.00 am or after 1.00 pm &amp; Sunday – all day</b>	<b>Public holidays – afternoon &amp; night shifts</b>
	<b>% of ordinary hourly rate<sup>1</sup></b>				
	<b>100%</b>	<b>115%</b>	<b>130%</b>	<b>150%</b>	<b>200%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Customer Contact Trainee	21.72	24.98	28.24	32.58	43.44
Customer Contact Officer Level 1	22.46	25.83	29.20	33.69	44.92
Customer Contact Officer Level 2	23.67	27.22	30.77	35.51	47.34
Principal Customer Contact Specialist	24.94	28.68	32.42	37.41	49.88
Customer Contact Team Leader	25.83	29.70	33.58	38.75	51.66
Principal Customer Contact Leader	27.69	31.84	36.00	41.54	55.38
Clerical and Administration Level 1	21.72	24.98	28.24	32.58	43.44
Clerical and Administration Level 2	22.46	25.83	29.20	33.69	44.92
Clerical and Administration Level 3	23.67	27.22	30.77	35.51	47.34
Clerical and Administration Level 4	25.83	29.70	33.58	38.75	51.66
Clerical and Administration Level 5	27.69	31.84	36.00	41.54	55.38
Telecommunications Trainee	21.72	24.98	28.24	32.58	43.44
Telecommunications Technical Employee	23.67	27.22	30.77	35.51	47.34
Telecommunications Technician	25.13	28.90	32.67	37.70	50.26
Advanced Telecommunications Technician	25.83	29.70	33.58	38.75	51.66
Principal Telecommunications Technician	27.69	31.84	36.00	41.54	55.38
Telecommunications Associate	29.93	34.42	38.91	44.90	59.86

9. By deleting the table appearing in clause B.2.3 and inserting the following:

<b>Employee classification</b>	<b>Monday to Sunday – first 3 hours</b>	<b>Monday to Sunday – after 3 hours</b>	<b>Public holidays (day work)</b>	<b>Public holidays (afternoon and night shifts)</b>
	<b>% of ordinary hourly rate<sup>1</sup></b>			
	<b>150%</b>	<b>200%</b>	<b>250%</b>	<b>200%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Customer Contact Trainee	32.58	43.44	54.30	43.44
Customer Contact Officer Level 1	33.69	44.92	56.15	44.92
Customer Contact Officer Level 2	35.51	47.34	59.18	47.34
Principal Customer Contact Specialist	37.41	49.88	62.35	49.88
Customer Contact Team Leader	38.75	51.66	64.58	51.66
Principal Customer Contact Leader	41.54	55.38	69.23	55.38
Clerical and Administration Level 1	32.58	43.44	54.30	43.44
Clerical and Administration Level 2	33.69	44.92	56.15	44.92
Clerical and Administration Level 3	35.51	47.34	59.18	47.34
Clerical and Administration Level 4	38.75	51.66	64.58	51.66
Clerical and Administration Level 5	41.54	55.38	69.23	55.38
Telecommunications Trainee	32.58	43.44	54.30	43.44
Telecommunications Technical Employee	35.51	47.34	59.18	47.34
Telecommunications Technician	37.70	50.26	62.83	50.26
Advanced Telecommunications Technician	38.75	51.66	64.58	51.66
Principal Telecommunications Technician	41.54	55.38	69.23	55.38
Telecommunications Associate	44.90	59.86	74.83	59.86

10. By deleting the table appearing in clause B.3.1 and inserting the following:

<b>Employee classification</b>	<b>Ordinary hours</b>	<b>Saturday – before 7.00 am or after 1.00 pm &amp; Sunday – all day</b>	<b>Public holidays</b>
	<b>% of ordinary hourly rate <sup>1</sup></b>		
	<b>125%</b>	<b>175%</b>	<b>275%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>
Customer Contact Trainee	27.15	38.01	59.73
Customer Contact Officer Level 1	28.08	39.31	61.77
Customer Contact Officer Level 2	29.59	41.42	65.09
Principal Customer Contact Specialist	31.18	43.65	68.59
Customer Contact Team Leader	32.29	45.20	71.03
Principal Customer Contact Leader	34.61	48.46	76.15
Clerical and Administration Level 1	27.15	38.01	59.73
Clerical and Administration Level 2	28.08	39.31	61.77
Clerical and Administration Level 3	29.59	41.42	65.09
Clerical and Administration Level 4	32.29	45.20	71.03
Clerical and Administration Level 5	34.61	48.46	76.15
Telecommunications Trainee	27.15	38.01	59.73
Telecommunications Technical Employee	29.59	41.42	65.09
Telecommunications Technician	31.41	43.98	69.11
Advanced Telecommunications Technician	32.29	45.20	71.03
Principal Telecommunications Technician	34.61	48.46	76.15
Telecommunications Associate	37.41	52.38	82.31

11. By deleting the table appearing in clause B.3.2 and inserting the following:

<b>Employee classification</b>	<b>Ordinary hours</b>	<b>Afternoon &amp; night shift</b>	<b>Permanent night shift</b>	<b>Saturday – before 7.00 am or after 1.00 pm &amp; Sunday – all day</b>	<b>Public holidays – afternoon &amp; night shift</b>
	<b>% of ordinary hourly rate<sup>1</sup></b>				
	<b>125%</b>	<b>140%</b>	<b>155%</b>	<b>175%</b>	<b>225%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Customer Contact Trainee	27.15	30.41	33.67	38.01	48.87
Customer Contact Officer Level 1	28.08	31.44	34.81	39.31	50.54
Customer Contact Officer Level 2	29.59	33.14	36.69	41.42	53.26
Principal Customer Contact Specialist	31.18	34.92	38.66	43.65	56.12
Customer Contact Team Leader	32.29	36.16	40.04	45.20	58.12
Principal Customer Contact Leader	34.61	38.77	42.92	48.46	62.30
Clerical and Administration Level 1	27.15	30.41	33.67	38.01	48.87
Clerical and Administration Level 2	28.08	31.44	34.81	39.31	50.54
Clerical and Administration Level 3	29.59	33.14	36.69	41.42	53.26
Clerical and Administration Level 4	32.29	36.16	40.04	45.20	58.12
Clerical and Administration Level 5	34.61	38.77	42.92	48.46	62.30
Telecommunications Trainee	27.15	30.41	33.67	38.01	48.87
Telecommunications Technical Employee	29.59	33.14	36.69	41.42	53.26
Telecommunications Technician	31.41	35.18	38.95	43.98	56.54
Advanced Telecommunications Technician	32.29	36.16	40.04	45.20	58.12

<b>Employee classification</b>	<b>Ordinary hours</b>	<b>Afternoon &amp; night shift</b>	<b>Permanent night shift</b>	<b>Saturday – before 7.00 am or after 1.00 pm &amp; Sunday – all day</b>	<b>Public holidays – afternoon &amp; night shift</b>
	<b>% of ordinary hourly rate<sup>1</sup></b>				
	<b>125%</b>	<b>140%</b>	<b>155%</b>	<b>175%</b>	<b>225%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Principal Telecommunications Technician	34.61	38.77	42.92	48.46	62.30
Telecommunications Associate	37.41	41.90	46.39	52.38	67.34

- 12. By deleting the amount “\$877.60” appearing in clause C.1.1 and inserting “\$899.50”.
- 13. By deleting the table appearing in clause C.1.1 and inserting the following:

<b>Allowance</b>	<b>Clause</b>	<b>% of standard rate</b>	<b>\$</b>	<b>Payable</b>
First aid allowance	18.2(a)	2.0	17.99	per week
Team leader/leading hand allowance—in charge of 3–10 employees <sup>1</sup>	18.3(b)	4.39	39.49	per week
Team leader/leading hand allowance—in charge of 11–20 employees <sup>1</sup>	18.3(b)	6.54	58.83	per week
Team leader/leading hand allowance—in charge of more than 20 employees <sup>1</sup>	18.3(b)	8.41	75.65	per week

B. This determination comes into operation from 1 July 2021. In accordance with s.286(5) of the *Fair Work Act 2009* this determination does not take effect in relation to a particular employee until the start of the employee’s first full pay period that starts on or after 1 July 2021.

PRESIDENT